

The seal of James City County, Virginia, is circular. It features a sailing ship on the water, with the text "James City County" around the top and "Jamestown 1607" at the bottom. The number "457" is prominently displayed in the center of the seal.

MASTER EMERGENCY COMMUNICATIONS OFFICER

DEPARTMENT: Fire/Emergency Communications

NATURE OF WORK:

Uses a Computer-Aided Dispatch system to dispatch calls to Police, Fire, Emergency Medical Services, Animal Control, Game Warden and JCSA personnel, usually in response to emergency situations. Operate radios, computer terminals, telephone and related equipment.

Performs supervisory duties, with the exception of disciplinary measures, in the absence of the Emergency Communications Supervisor. Conducts employee training on assigned topics and may be required to train new employees. Work is performed in accordance with established methods and procedures under the general supervision of an Emergency Communications Supervisor.

ESSENTIAL FUNCTIONS OF THE JOB:

Receives information via computer system, radio, telephone, written form, or verbally and dispatches operational units to scenes of crime, fire, accident, disaster, or complaint areas.

Accurately records all information received; maintains a log of all telephone and radio traffic.

Reviews emergency call information, determines the nature of calls and dispatches the most appropriate and closest unit or person to the scene of the emergency. Uses correct codes and clear radio channels as required by FCC regulations. Relays all pertinent information to responding units and stays in constant contact to relay additional information and respond to requests.

In the absence of the Emergency Communications Supervisor appropriate actions and effective decisions are made in urgent situations. Keeps Supervisor informed of any issues related to the operation of the Center.

Oversees the training of new employees during the on-the-job training phase, providing input and progress report information to the Training Coordinator. Provides training and guidance to less experienced Emergency Communications Officers. Conducts training of employees; develops training programs and instructs others in-house; may conduct certification or recertification classes.

Assists Emergency Communications Supervisor with administrative functions, as needed, such as ensuring adequate coverage, ensuring shift reports, checklists, and monitoring housekeeping of the operations area.

Monitors location and status of all Police, Fire, and Emergency Services units.

Transfers fire and police calls to other jurisdictions as appropriate and refers callers to appropriate agency if not an emergency situation.

Maintains house security checklist. Monitors the Virginia Power Surry Early Warning System and activates alarms when necessary. Monitors the National Warning System phone and advises local authorities in an emergency.

Operates VCIN/NCIC computer to obtain and enter information for law enforcement.

Takes calls for and dispatches JCSA and Animal Control personnel after normal business hours.

Responds to callbacks in emergency situations and minimum manning requirements.

Works in the Emergency Operations Center (EOC) during disaster drills and events if required.

Contributes to a harmonious, and respectful work environment by practicing effective communication with co-workers and staff. Engages in workplace behavior that reflects the values of James City County and the Fire Department.

Takes advantage of continuous learning education such as individual study, classroom training, seminars, and conferences.

Performs work safely in accordance with department safety procedures and the County Safety Program. Operates equipment safely and reports any unsafe work condition or practice to Supervisor.

May be assigned to report to work alternate times and or locations in order to perform different duties as necessary.

Performs related work as required.

JOB LOCATION AND EQUIPMENT OPERATED:

Duties are performed primarily in the Emergency Communications Center. Operates radio console, telephone, and computer systems.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Considerable knowledge of operating an Enhanced 911 and Computer-Aided Dispatch Systems.

Considerable knowledge of the County geography and location of significant buildings.

Ability to perform data entry at a reasonable rate of speed.

Ability to learn computerized equipment including, but not limited to, Police Wanted networks and radio systems.

Ability to speak distinctly and clearly.

Ability to hear and understand radio and telephone transmissions and respond appropriately.

Ability to record and relay telephone information accurately under extreme emergency conditions.

Ability to understand and follow directions.

Ability to act quickly and effectively during emergencies.

Ability to make accurate and timely decisions, often in emergency situations.

Ability to maintain composure and to deal effectively with the public, staff, and other agencies.

MINIMUM QUALIFICATIONS:

Five consecutive years of satisfactory service with James City County Emergency Communications Center, with a total of two years as a Senior Emergency Communications Officer.

Must meet all of the training and certification requirements for a Senior Emergency Communications Officer and certification in two of the following that has not already been obtained.

- Administrator of Visual CAD Maintenance
- VCIN Instructor
- APCO Communications Center Supervisor
- Supervisor 101 from Hampton Roads Criminal Justice Training Academy
- CPR Instructor
- APCO EMD Instructor
- General Instructor from Hampton Roads Criminal Justice Training Academy
- APCO Communications Training Instructor

Receives at least an “Exceeds Expectations” on last two annual evaluations.

Must not have received a Written Reprimand or higher within prior 12-month period.

NECESSARY SPECIAL QUALIFICATIONS:

Must maintain all required certifications.

This position requires shift work which may include nights, weekends, and holidays.

Date: June 2009

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IDENTIFICATION OF GENERAL APTITUDES AND PHYSICAL REQUIREMENTS

Position Title: Master Emergency Communications Officer
Department: Fire

Position Number: 457
Division: Emergency Communications

The Americans with Disabilities Act requires that we identify the general aptitudes and physical requirements needed to perform the job listed above. Individuals who have the position must be able to perform all essential job functions unaided or with reasonable accommodation.

I. *Mental Abilities:* General learning ability. The ability to “catch on” or understand instructions and underlying principles.

- ☒ Ability to reason and make judgments
- ☒ Ability to understand and follow oral instruction
- ☒ Ability to understand and follow written instruction
- ☒ Ability to guide and/or give instructions
- ☒ Ability to make decisions in accordance with established procedures and policies
- ☐ Not essential to job function

II. *Verbal Abilities:* Ability to understand meanings of words and ideas associated with them and to use them effectively. To comprehend language, to understand relationships between words, and to understand meanings of whole sentences and paragraphs. To present information or ideas clearly.

1. Speaking/Talking:

- ☒ Answer telephone, radio or switchboard
- ☒ Communicating with County officials
- ☒ Communicating with general public
- ☒ Communicating with vendors
- ☒ Communicating with supervisors and/or with other employees
- ☒ Communicating with other via radio
- ☐ Not essential to job functions

2. Hearing/Listening:

- ☐ Ability to distinguish between different tones
- ☒ For communication with County officials, public, vendors, supervisors and/or other employees
- ☐ Not essential to job function.

3. Reading: (ability to read and understand text)

- ☒ Essential to job function
- ☐ Not essential to job function

III. Numerical: Ability to perform arithmetic operations quickly and accurately.

- ☒ Ability to mentally perform accurate two digit calculations
- ☒ Ability to perform accurate calculations aided
by a calculator, adding machine or measurement device
- ☐ Not essential to job function

IV. Spatial Abilities: Ability to comprehend forms in space and understand relationships of plane and solid objects. May be used in such tasks as blue print reading and in solving geometry problems. Frequently described as the ability to “visualize” objects of two or three dimensions, or to think visually of geometric forms.

- ☐ Essential function
- ☒ Not essential function

V. Motor Coordination: Ability to coordinate eyes and hands or fingers rapidly and accurately in making precise movements with speed. Ability to make a movement response accurately and quickly.

1. Manual Dexterity: Ability to move the hands easily and skillfully. To work with the hands in placing and turning motions.

- | | |
|--|--|
| <input checked="" type="checkbox"/> Use telephone | <input checked="" type="checkbox"/> Manipulate computer keyboard and mouse |
| <input type="checkbox"/> Use switchboard | <input type="checkbox"/> Use postage machine |
| <input checked="" type="checkbox"/> Use radio/console | <input type="checkbox"/> Use hand tools |
| <input type="checkbox"/> Use a calculator | <input type="checkbox"/> Use power tools |
| <input checked="" type="checkbox"/> Use a copy machine | <input type="checkbox"/> Other: _____ |
| <input checked="" type="checkbox"/> Use a fax machine | <input type="checkbox"/> Not essential to job function |

2. Finger Dexterity: Ability to move the fingers and manipulate small objects with the fingers rapidly or accurately. For example: electrical wiring.

- ☐ Essential to job function
- ☒ Not essential to job function

Explain: _____

VI. Physical Demands:

1. **Strength:** The quality, state or property of being strong. The power to withstand strain, force, or stress.

Please check (✓) in appropriate boxes below.

Ability to manipulate materials and/or equipment (lbs)							Frequency of Manipulation		
	5-	5-10	10-15	15-25	25-50	50+	Occasionally	Frequently	Continuously
Lift	✓						✓		
Push/Pull									
Hold/Carry	✓						✓		

Manipulation done from: ☐ ground to waist ☒ waist level ☒ waist to shoulder ☒ above shoulder
(Check all that apply)

Not essential to job function: ☐ Lift ☒ Push/Pull ☐ Hold/Carry (Check all that apply)

2. **Climbing:** To move up or mount by using the hands or feet.

Ladders

- ☐ Step stool
☐ 8' to 10' step ladder
☐ Extension ladder
☐ Other: _____
☒ Not essential to job function

Stairways

- ☐ 1 flight
☐ 2 flights
☐ 3 or more flights
☐ Other: _____
☒ Not essential to job function

Steps

- ☐ 1-2
☐ 2-3
☐ 3-4
☐ Other: _____
☒ Not essential to job function

3. **Ability to Stand, Sit, Walk, and Run:**

Please check (✓) in appropriate boxes below.

Duration (hours/day)							Occasionally	Frequently	Continuously
	0-1	1-3	3-5	5-7	7-9	9+			
Stand	✓						✓		
Sit						✓			✓
Walk	✓								
Run									

If walking or running, over what type of terrain? ☒ flat ☐ rough ☐ both

Not essential to job function: ☐ Stand ☐ Sit ☐ Walk ☒ Run (Check all that apply)

4. Stooping, Kneeling, Crouching, and /or Crawling:

To bend forward or down from the middle of the waist or the middle of the back, to bend downwards, to lower oneself and/or to move freely on hands and knees.

Daily Amounts

- ☐ 0-5x ☐ 5-20x ☐ 20-50x ☐ 50+x
☐ Other: _____ ☒ Not essential to job function

5. Reaching, Handling, Fingering, and/or Feeling:

To stretch out, extend, or put forth a bodily part. To touch or grasp something, by extending or stretching. To touch, lift, hold or operate with the hands.

Daily Amounts

- ☐ 0-5x ☐ 5-20x ☐ 20-50x ☒ 50+x
☐ Other: _____ ☐ Not essential to job function

6. Seeing: To perceive or comprehend by the sense of sight.

Essential to job function: These characteristics are necessary (Check all that apply)

- ☐ Peripheral vision
☐ Night vision
☒ Focus (distinctness or clarity)
☒ Color perception (discriminate between colors)
☐ Depth perception (determine distance relationship between objects)

VII. Driving: The ability to transfer or convey in a vehicle.

Transmission	Standard	Automatic	Multi-Gears
Car	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Van	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Small Truck	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medium Truck	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Large Truck	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Truck w/Equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Heavy Bus Equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not essential to job function	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Other: _____			

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